

Healthsafe ID user guide

On or after March 13, 2025, your vision portal will begin using HealthSafe ID (HSID) as the primary method to log in. You will be able to continue using your current username and password until March 31, 2025, however as of April 1, 2025, HSID will be the only method available to log in to your portal.

What this means for you

If you don't have an HSID account, you must create one now to prevent any issues accessing your vision portal after March 31, 2025. If you don't register for an HSID before the transition, you may be locked out of your account.

This user guide provides step-by-step instructions on:

- [Registering for HSID](#)
- [Troubleshooting common issues](#)
 - [Forgot username](#)
 - [Forgot password](#)
 - [Account locked](#)
- [Understanding error messages during registration](#)
 - [We can't find you in our records](#)
 - [Our records indicate you don't have access](#)
 - [The information entered is not valid for new registration](#)

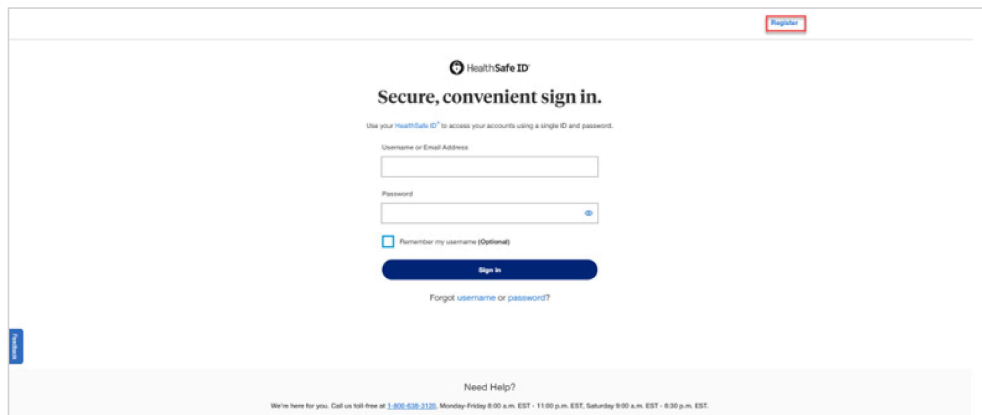
Registering for HSID

*Screenshots may vary by portal

1. To register or login using your HSID account, go to your vision portal landing page and click on the HSID button.

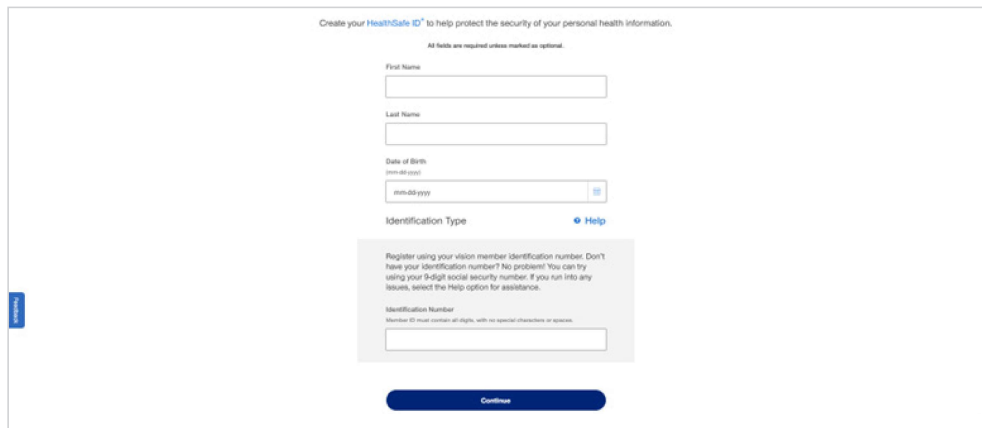
The screenshot shows a web interface for HealthSafe ID. On the left, there is a 'New User? Register Now' button and a 'Returning Users' section with fields for 'User Name' and 'Password', a 'Login' button, and a link for 'Forgot your user name or password?'. Below this is a 'Secure Log In via HSID' section with the HealthSafe ID logo and a button labeled 'HSID'. The central part of the interface features a large image of a smiling woman with glasses and a blue button labeled 'Learn more'. To the right of the image is a 'Provider Quick Search' form with fields for 'Find a Provider Near:', 'Network', 'ZIP', 'City', and 'State', a checkbox for 'Include Online Providers', and 'Search' and 'Advanced Search' buttons. A disclaimer at the bottom right states: 'Disclaimer: To ensure you are viewing the network associated with your plan, current members should sign in prior to searching for a provider.'

-
2. If you have an existing HSID username and password, you can enter it here. If not, you can register by clicking “Register” in the top right corner.



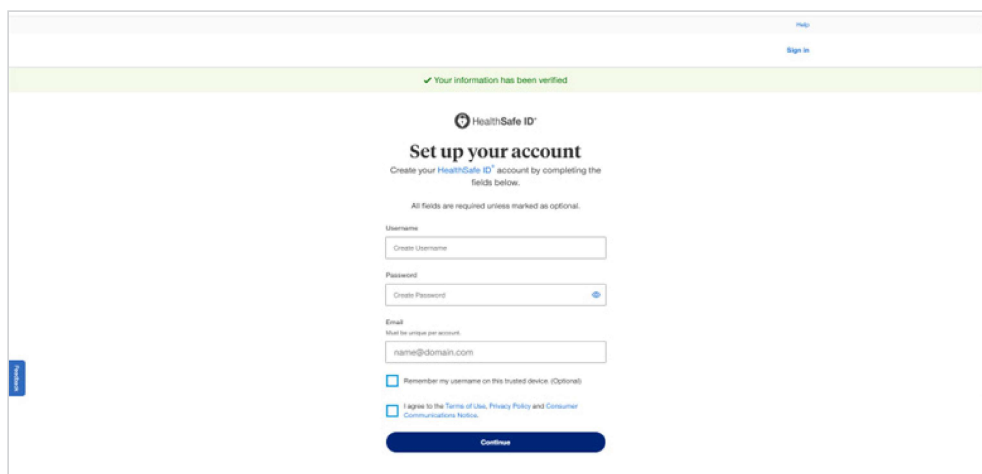
The screenshot shows the HealthSafe ID sign-in page. At the top right, there is a red-bordered button labeled "Register". The main heading is "Secure, convenient sign in." Below this, a subtext says "Use your HealthSafe ID to access your accounts using a single ID and password." The form includes fields for "Username or Email Address" and "Password". There is a checkbox for "Remember my username (Optional)" and a "Sign In" button. A link for "Forgot username or password?" is located below the sign-in button. At the bottom, there is a "Need Help?" section with contact information: "We're here for you. Call us toll-free at 1-800-638-2120, Monday-Friday 8:00 a.m. EST - 11:00 p.m. EST, Saturday 9:00 a.m. EST - 6:00 p.m. EST."

-
-
3. After clicking “Register”, you will enter your member details. Member data must be in our vision system for a successful registration.



The screenshot shows the HealthSafe ID member details page. The heading is "Create your HealthSafe ID to help protect the security of your personal health information." Below this, it says "All fields are required unless marked as optional." The form includes fields for "First Name", "Last Name", and "Date of Birth" (with a date range from 1900 to 2000). There is a "Help" link next to the "Date of Birth" field. Below these fields is a section for "Identification Type" with a "Help" link. A note states: "Register using your vision member identification number. Don't have your identification number? No problem! You can try using your 8-digit social security number. If you run into any issues, select the Help option for assistance." Below this note is a field for "Identification Number" with a note: "Member ID must contain all digits, with no special characters or spaces." At the bottom is a "Continue" button.

-
-
-
4. Once the member details are filled in, click “Continue” and create a new HSID username and password. Enter a unique email address and agree to the Terms of Use. If you are using your personal device, you can also select for HSID to remember your username.



The screenshot shows the HealthSafe ID account setup page. At the top, there is a green banner that says "Your information has been verified". Below this, the heading is "Set up your account" and the subtext is "Create your HealthSafe ID account by completing the fields below." It also says "All fields are required unless marked as optional." The form includes fields for "Username", "Password", and "Email" (with a note: "Must be unique per account"). There is a checkbox for "Remember my username on this trusted device (Optional)" and a checkbox for "I agree to the Terms of Use, Privacy Policy and Consumer Communications Notice." At the bottom is a "Continue" button.

5. You will be required to enter a phone number for verification. You can elect to receive a phone call or a text message.

HealthSafe ID®

Keep your account safe

To keep your account secure, please choose a confirmation method.

All fields are required unless marked as optional.

Confirmation type
Text Message

Phone Number
Including area code
+1 000-000-0000

Text me

An automated text message will be sent to the phone number

6. After entering a phone number, a verification code will be sent to your phone. Enter the code and click “create account”.

HealthSafe ID®

Check your text messages!

Please enter the confirmation code that has been sent to the phone number below. The code will expire after 10 minutes.

Phone Number
+1 xxxxxxx3348

Confirmation Code

Create account

Text me again Call me instead

7. If the registration is successful, your new HSID account will be created and you will be directed to a Welcome back verification page. This connects your new HSID account to any existing member portal login you already have. **If you do not have a vision member portal username and password, click “Register here” and skip to step 8.**

If you do have an existing username and password for your member portal, enter them here and click “Submit” to login. **Reminder: this is not your new HSID username and password, this is your existing login to this website.** Once you click “Submit”, skip to step 9.

HealthSafe ID®

Welcome back!

In order for us to validate your HealthSafe ID, please enter your Member Portal credentials.
If you do not have a Member Portal account, please register first.

Member Portal Credentials

* Indicates required fields

user name *

password *

Submit

Forgot your user name or password?

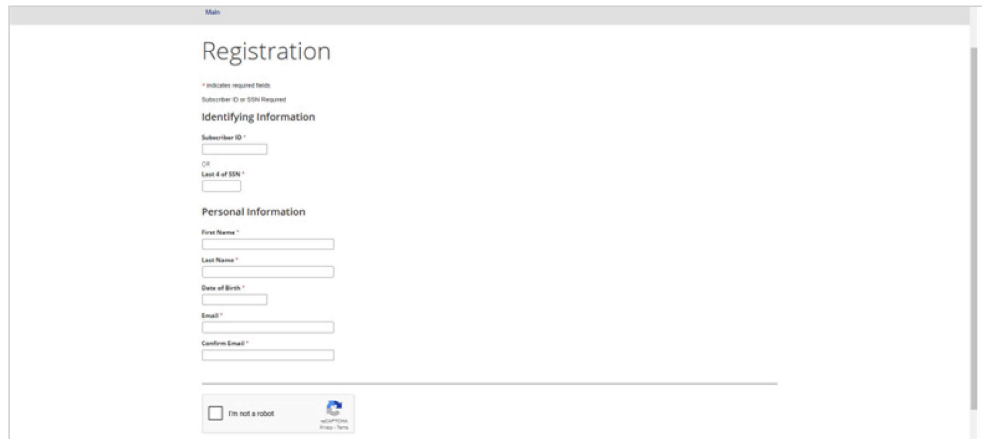
Don't have a Member Portal account?

Register Here

© 2020 UnitedHealthcare Services, Inc. | [Legal Notices](#) | [Privacy](#) | [Terms of Use](#) | [Accessibility](#) | [Contact Us](#) | [Language Assistance](#) | [Provider Information](#) | [en Español](#)

Please note: If you have an existing username and password but enter the password incorrectly 5 times, the failures will be recorded and your account will be locked. You will receive an email stating the account is now locked and instructions on where you can reset your password. You can also reset your password from the Welcome back page by clicking “Forgot password”.

8. If you do not have a vision member portal username and password, once you click “Register here”, enter your member data one final time.



The registration form is titled "Registration" and includes a note: "* indicates required fields". It is divided into two main sections: "Identifying Information" and "Personal Information".

Identifying Information:

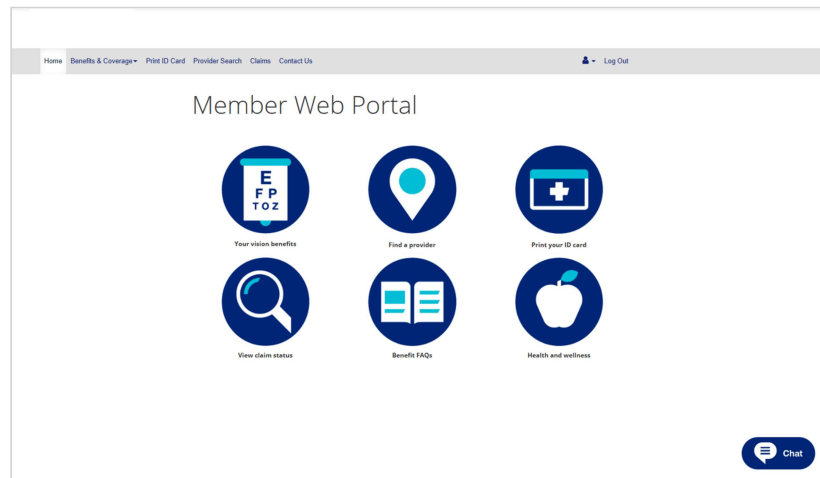
- Subscriber ID * (text input)
- OR (radio button)
- Last 4 of SSN * (text input)

Personal Information:

- First Name * (text input)
- Last Name * (text input)
- Date of Birth * (text input)
- Email * (text input)
- Confirm Email * (text input)

At the bottom, there is a checkbox for "I'm not a robot" and a "Create Account" button. A "Log Out" link is also visible in the top right corner.

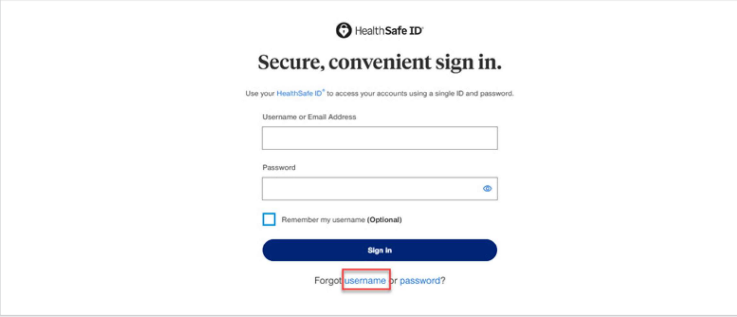
9. After entering the details and clicking “Create”, you will be automatically logged in and taken to the home page. You now only login using your HSID account.



Troubleshooting

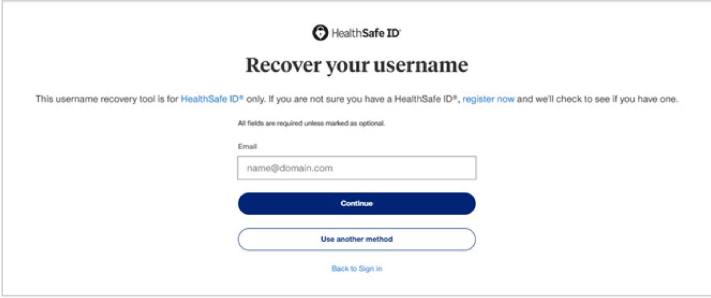
Forgot username

1. To recover a username, click “Forgot username” on the HSID login page.



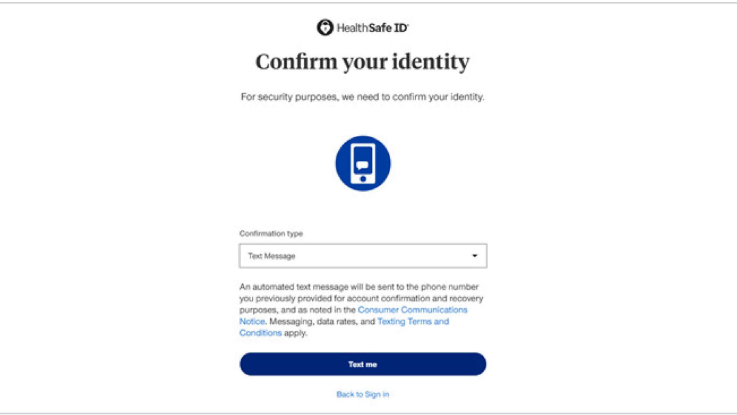
The screenshot shows the HealthSafe ID login page. At the top is the HealthSafe ID logo. Below it is the heading "Secure, convenient sign in." followed by a subtext: "Use your HealthSafe ID to access your accounts using a single ID and password." There are two input fields: "Username or Email Address" and "Password". Below the password field is a checkbox labeled "Remember my username (Optional)". A blue "Sign in" button is positioned below the checkbox. At the bottom, there is a link that says "Forgot username or password?", where the word "username" is highlighted with a red box.

2. Enter the email address associated with the username and click “Continue”.



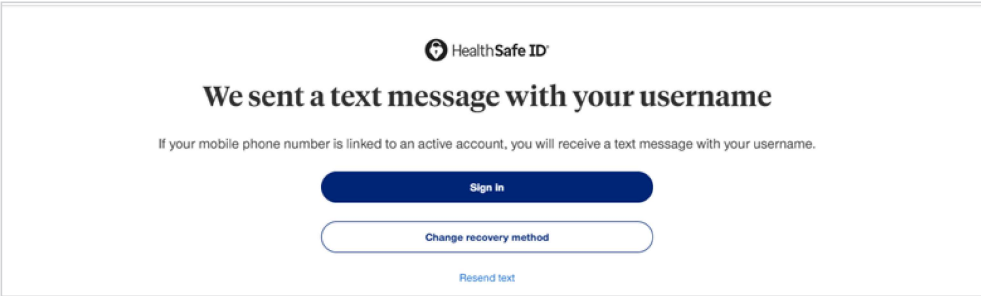
The screenshot shows the "Recover your username" page. It features the HealthSafe ID logo and the heading "Recover your username". A subtext states: "This username recovery tool is for HealthSafe ID* only. If you are not sure you have a HealthSafe ID*, register now and we'll check to see if you have one." Below this is a note: "All fields are required unless marked as optional." There is an "Email" input field with the placeholder text "name@domain.com". Below the input field are two buttons: a blue "Continue" button and a white "Use another method" button. At the bottom, there is a link that says "Back to Sign in".

3. To confirm your identity, select either text message or phone call to receive the username.



The screenshot shows the "Confirm your identity" page. It features the HealthSafe ID logo and the heading "Confirm your identity". A subtext states: "For security purposes, we need to confirm your identity." Below this is a blue icon of a smartphone. There is a "Confirmation type" dropdown menu with "Text Message" selected. Below the dropdown is a paragraph of text: "An automated text message will be sent to the phone number you previously provided for account confirmation and recovery purposes, and as noted in the Consumer Communications Notice, Messaging, data rates, and Texting Terms and Conditions apply." Below this paragraph is a blue "Text me" button. At the bottom, there is a link that says "Back to Sign in".

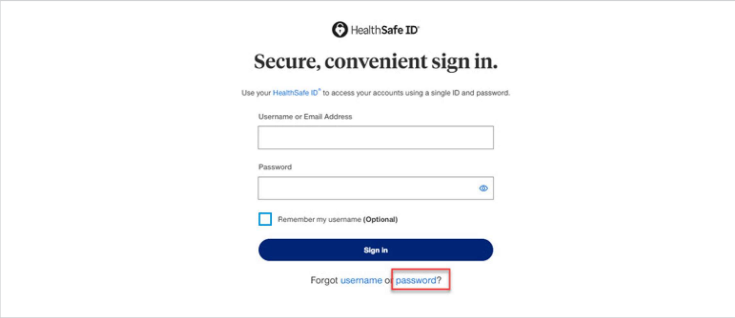
4. Once selected, the username will be sent to your phone and you can sign in.



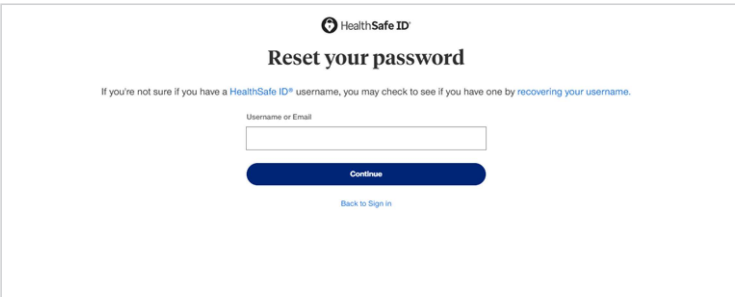
The screenshot shows the "We sent a text message with your username" page. It features the HealthSafe ID logo and the heading "We sent a text message with your username". A subtext states: "If your mobile phone number is linked to an active account, you will receive a text message with your username." Below this are two buttons: a blue "Sign in" button and a white "Change recovery method" button. At the bottom, there is a link that says "Resend text".

Forgot password

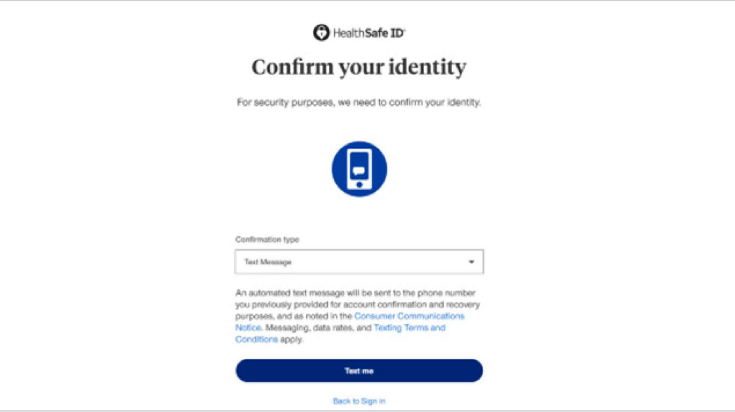
1. If you have forgotten your password and need to reset it, click on “Forgot password” on the HSID login page.

The image shows the HealthSafe ID login page. At the top is the HealthSafe ID logo. Below it is the heading "Secure, convenient sign in." followed by a subtext: "Use your HealthSafe ID® to access your accounts using a single ID and password." There are two input fields: "Username or Email Address" and "Password". Below the password field is a checkbox labeled "Remember my username (Optional)". A blue "Sign in" button is centered below the inputs. At the bottom, there is a link that says "Forgot username or password?". The "password?" part of the link is highlighted with a red box.

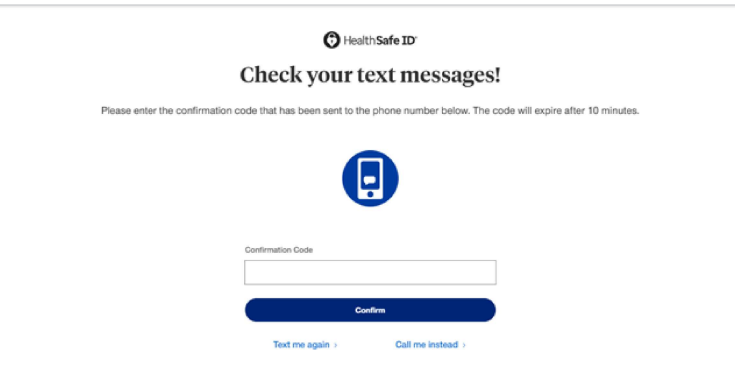
2. Enter the username or email address that is associated to the account and click “Continue”.

The image shows the "Reset your password" page. It features the HealthSafe ID logo and the heading "Reset your password". A subtext reads: "If you're not sure if you have a HealthSafe ID® username, you may check to see if you have one by [recovering your username](#)." There is a single input field for "Username or Email". Below it is a blue "Continue" button. At the bottom, there is a link that says "Back to Sign in".

3. To confirm your identity, select either text message or phone call to receive a confirmation code.

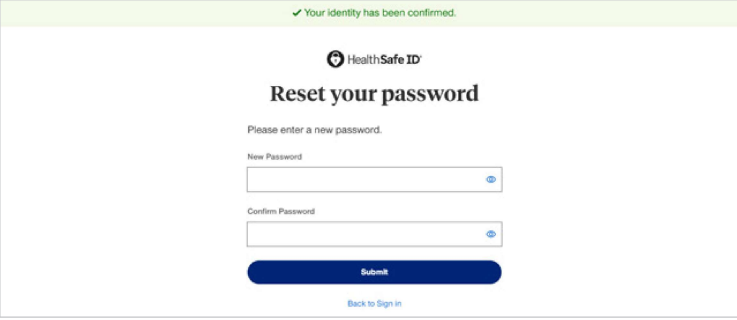
The image shows the "Confirm your identity" page. It features the HealthSafe ID logo and the heading "Confirm your identity". A subtext reads: "For security purposes, we need to confirm your identity." There is a circular icon with a smartphone inside. Below it is a "Confirmation type" dropdown menu with "Text Message" selected. A paragraph of text explains: "An automated text message will be sent to the phone number you previously provided for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#), [Messaging, data rates, and Texting Terms and Conditions](#) apply." Below this is a blue "Text me" button. At the bottom, there is a link that says "Back to Sign in".

4. Once received, enter the confirmation code and click “Confirm”.

The image shows the "Check your text messages!" page. It features the HealthSafe ID logo and the heading "Check your text messages!". A subtext reads: "Please enter the confirmation code that has been sent to the phone number below. The code will expire after 10 minutes." There is a circular icon with a smartphone inside. Below it is a "Confirmation Code" input field. Below the input field is a blue "Confirm" button. At the bottom, there are two links: "Text me again" and "Call me instead".

Forgot password (cont.)

- Once the code is accepted, enter the new password and click “Submit”.



✓ Your identity has been confirmed.

HealthSafe ID

Reset your password

Please enter a new password.

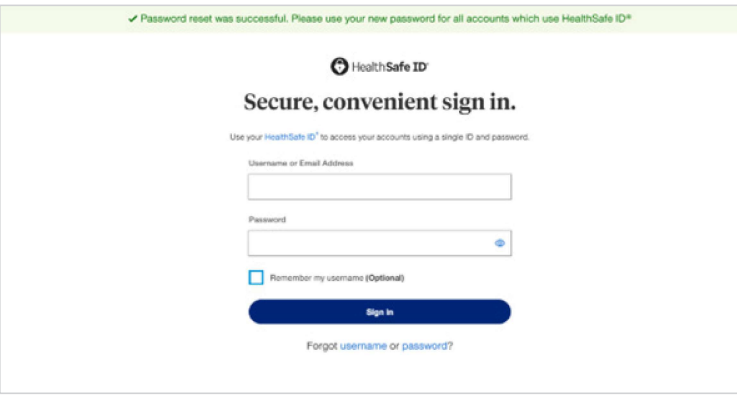
New Password

Confirm Password

Submit

[Back to Sign in](#)

- A message will appear indicating a successful password reset and you will be able to login with the new password.



✓ Password reset was successful. Please use your new password for all accounts which use HealthSafe ID®

HealthSafe ID

Secure, convenient sign in.

Use your HealthSafe ID® to access your accounts using a single ID and password.

Username or Email Address

Password

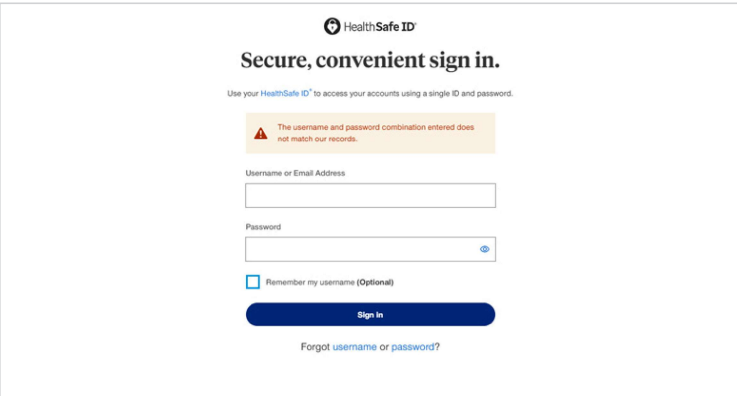
☐ Remember my username (Optional)

Sign In

[Forgot username or password?](#)

Account locked

- If a user enters an invalid username or password, the below error message will occur for the first 4 attempts.



HealthSafe ID

Secure, convenient sign in.

Use your HealthSafe ID® to access your accounts using a single ID and password.

The username and password combination entered does not match our records.

Username or Email Address

Password

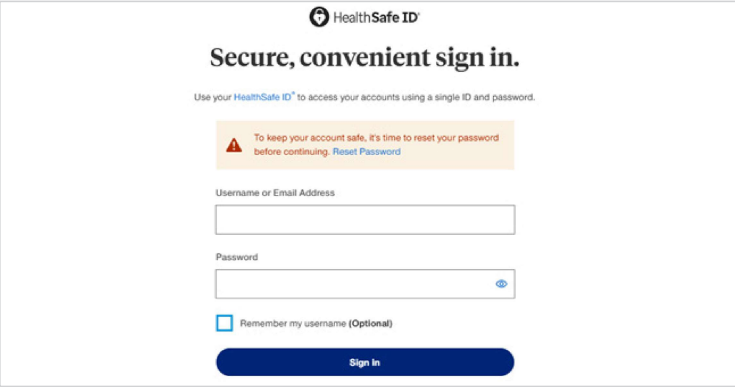
☐ Remember my username (Optional)

Sign In

[Forgot username or password?](#)

Account locked (cont.)

- After 5 invalid username/password attempts, the account will be locked and the error message below will appear indicating the user needs to reset their password before proceeding. A text message or email will be sent that the account has been locked. Follow the password reset instructions to successfully reset and login with the new password.

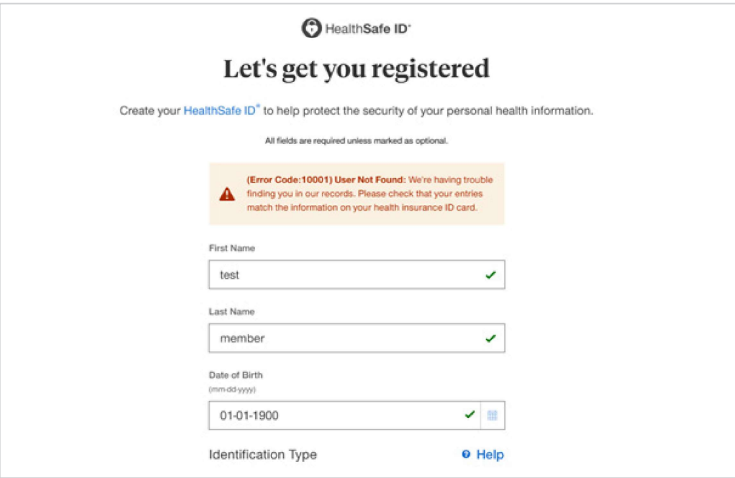


The screenshot shows the HealthSafe ID login interface. At the top, it says "Secure, convenient sign in." Below this, a message states: "To keep your account safe, it's time to reset your password before continuing. [Reset Password](#)". The login form includes fields for "Username or Email Address" and "Password", a "Remember my username (Optional)" checkbox, and a "Sign In" button.

Understanding error messages during registration

We can't find you in our records

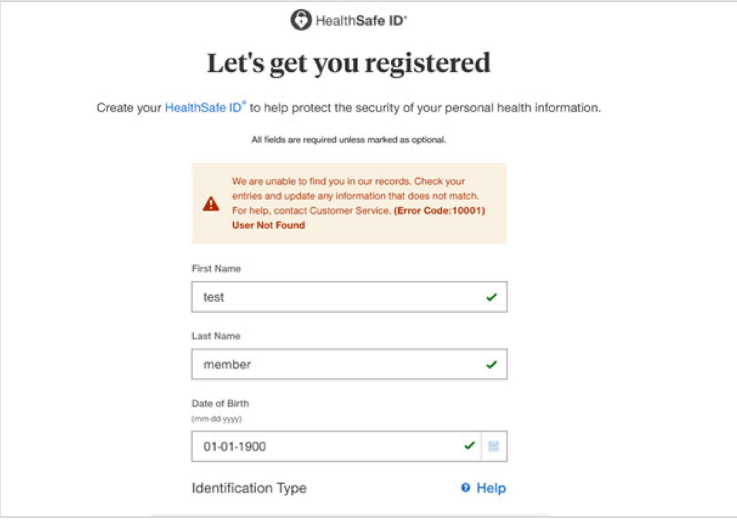
- If you are attempting to register and HSID is not able to find your active member eligibility or information in our system, the below error message will occur at the first attempt.



The screenshot shows the HealthSafe ID registration interface. At the top, it says "Let's get you registered". Below this, a message states: "(Error Code:10001) User Not Found: We're having trouble finding you in our records. Please check that your entries match the information on your health insurance ID card." The registration form includes fields for "First Name" (with "test" entered), "Last Name" (with "member" entered), and "Date of Birth" (with "01-01-1900" entered). There is also a "Help" link.

User not found (cont.)

- At the second attempt, the below error message will occur.



HealthSafe ID®

Let's get you registered

Create your HealthSafe ID® to help protect the security of your personal health information.

All fields are required unless marked as optional.

 We are unable to find you in our records. Check your entries and update any information that does not match. For help, contact Customer Service. (Error Code:10001) **User Not Found**

First Name

Last Name

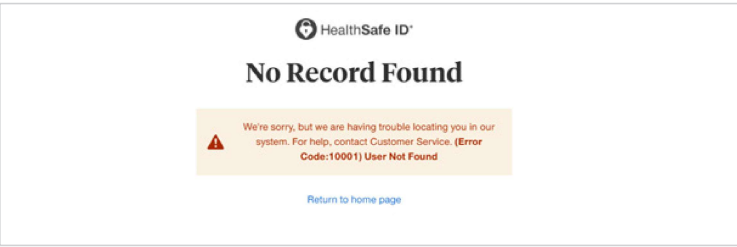
 

Date of Birth
(mm-dd-yyyy)

Identification Type [Help](#)

- At the third attempt, you will be prompted to contact customer service for further assistance.



HealthSafe ID®

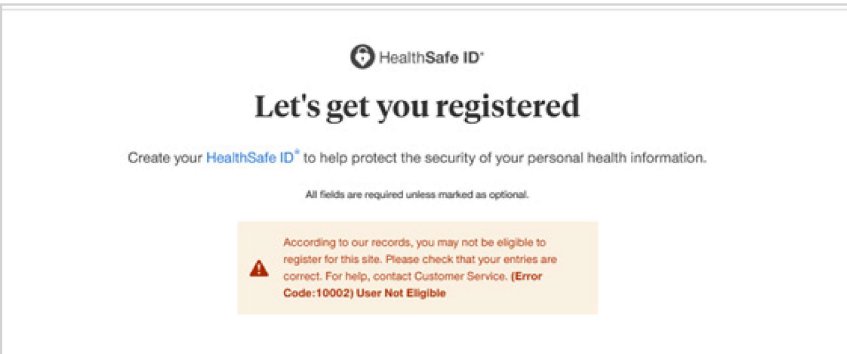
No Record Found

 We're sorry, but we are having trouble locating you in our system. For help, contact Customer Service. (Error Code:10001) **User Not Found**

[Return to home page](#)

Our records indicate you don't have access

If you are attempting to register and the below error message occurs, you may be registering on the incorrect member portal based on your plan. Please check your health insurance card for more information or contact customer service for further assistance.



HealthSafe ID®

Let's get you registered

Create your HealthSafe ID® to help protect the security of your personal health information.

All fields are required unless marked as optional.

 According to our records, you may not be eligible to register for this site. Please check that your entries are correct. For help, contact Customer Service. (Error Code:10002) **User Not Eligible**

The information entered is not valid for new registration

If you are attempting to register and the below error message occurs, the email address you provided may have been used for a different HSID account. Please enter a new unique email address or if you think you have a HSID account, please sign in through the sign in page.



Set up your account

Create your **HealthSafe ID** account by completing the fields below.

All fields are required unless marked as optional.

 Please enter valid credentials

The company does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

We provide free services to help you communicate with us, such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the number listed on your ID card.

ATENCIÓN: Si habla español (Spanish), hay de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

All trademarks are the property of their respective owners.

Vision coverage provided by or through UnitedHealthcare Insurance Company, located in Hartford, Connecticut, UnitedHealthcare Insurance Company of New York, located in Islandia, New York, or their affiliates. The contracting entity for UnitedHealthcare Vision Network is Spectera, Inc. Administrative services provided by Spectera, Inc., United HealthCare Services Inc. or their affiliates. Plans sold in Texas use policy form number VPOL.06.TX or VPOL.13.TX and associated COC form number VCOC.INT.06.TX or VCOC.CER.13.TX. Plans sold in Virginia use policy form number VPOL.06.VA or VPOL.13.VA and associated COC form number VCOC.INT.06.VA or VCOC.CER.13.VA. This policy has exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of coverage, contact UnitedHealthcare Insurance Company.

B2C 2/25 © 2025 United HealthCare Services, Inc. All Rights Reserved.